

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P21782		Serial No. 10/058,785	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use several sheets if necessary)				Applicant Philip KORTUM et al.			
				Filing Date January 30, 2002		Group 2681	
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<div style="border: 1px solid black; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: 8px;">PATENT &amp; TRADEMARK OFFICE</div> <div style="text-align: center;"> <div style="font-size: 12px; margin: 0;">APR 29 2002</div> <div style="font-size: 10px; margin: 0;">1048</div> </div> </div>		5 7 0 6 3 3 4	01/06/98	BALK et al.			
		5 8 0 2 5 2 6	09/01/98	FAWCETT et al.			
		5 9 9 9 6 1 1	12/07/99	TATCHELL et al.			
		6 0 1 6 3 3 6	01/18/00	HANSON			
		6 0 3 5 3 3 6	03/07/00	LU et al.			
		6 0 8 8 4 2 9	07/11/00	GARCIA			
		6 1 0 4 7 9 0	08/15/00	NARAYANSWAMI			
		6 1 4 8 0 6 3	11/14/00	BRENNAN et al.			
		6 1 7 0 0 1 1	01/02/01	MACLEOD BECK et al.			
		6 2 6 3 0 5 2	07/17/01	CRUZE			
	6 2 9 5 5 5 1	09/25/01	ROBERTS et al.				
	6 3 3 2 1 5 4	12/18/01	BECK et al.				
<b>FOREIGN PATENT DOCUMENTS</b>							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
		0 0 / 3 3 5 4 8	06/08/00	W.I.P.O.			
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
	1	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, <a href="http://www.call-center.net/ivr-series.htm">http://www.call-center.net/ivr-series.htm</a> .					
	2	"Customer Management Technology", TeleTech, <a href="http://www.teletch.com/solutions/cmt.htm">http://www.teletch.com/solutions/cmt.htm</a> , printed on December 18, 2001.					
	3	"Products & Services-Interactive Voice Response (IVR)," Prairie Systems, <a href="http://www.prairiesys.com/PSI/p_s_interactive_sol.htm">http://www.prairiesys.com/PSI/p_s_interactive_sol.htm</a> .					
EXAMINER		DATE CONSIDERED 7-13-05					
*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

[illegible]

FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P21782Application No.  
10/058,785INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT  
(Use several sheets if necessary)Applicant  
Philip KORTUM et al.Filing Date  
January 30, 2002Group  
2645

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLA SS	SUBCLASS	FILING DATE IF APPROPRIATE
(w)		6	4	8	3	5	2	3	11/19/02	FENG			
		5	9	7	4	2	5	3	10/26/99	NAHABOO et al.			
		5	9	9	9	9	0	8	12/07/99	ABELOW			
		5	7	9	0	1	1	7	08/04/98	HALVIATTI et al.			
(w)	2003	0	1	5	8	6	5	5	08/21/03	OBRADOVICH et al.			

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

(w)		1	Henry Lieberman et al., "Let's Browse: A Collaborative Web Browsing Agent", 5-8 January 1999, Proceedings of IUI 99, CPP Conference Paper, 5 pages, including a Dialog DataStar Abstract thereof.										

EXAMINER

DATE CONSIDERED

7-13-05

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P21782Application No.  
10/058,785INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT  
(Use several sheets if necessary)

APR 19 2005

Applicant  
Philip KORTUM et al.Filing Date  
January 30, 2002Group  
2645

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(w)	2004 /	0 2 4 0 6 3 5	12/02/04	BUSHEY et al.			
		5 3 2 9 5 7 8	07/12/94	BRENNAN et al.			
		5 3 8 4 8 3 1	01/24/95	CRESWELL et al.			
		6 7 7 8 6 5 1	08/17/04	JOST et al.			
		6 6 0 0 8 2 1	07/29/03	CHAN et al.			
	2004 /	0 0 6 2 3 7 1	04/01/04	MAROPIS et al.			
		6 4 8 7 2 7 7	11/26/02	BEYDA et al.			
		6 2 6 3 0 5 1	07/17/01	SAYLOR et al.			
(m)	2003 /	0 1 6 1 4 6 4	08/28/03	RODRIGUEZ et al.			

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)


EXAMINER

DATE CONSIDERED

7-13-05

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

**Application No.**  
**10/058,785**

**Filing Date**  
**January 30, 2002**

**Group  
2645**

**INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT**  
(Use several sheets if necessary)

U.S. PATENT DOCUMENTS

[illegible]

## FOREIGN PATENT DOCUMENTS

[illegible]

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

[illegible]

**EXAMINER**

DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

**U.S. Department of Commerce  
Patent and Trademark Office**

Atty. Docket No.  
P21782

**Application No.**  
**10/058,785**

**Applicant**  
**Philip KORTUM et al.**

BY APPLICANT

(Use several sheets if necessary)

**Filing Date**  
**January 30, 2002**

**Group  
2645**

## U.S. PATENT DOCUMENTS

[illegible]

## FOREIGN PATENT DOCUMENTS

[illegible]

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

[illegible]

**EXAMINER**

DATE CONSIDERED 7-13-05

\*EXAMINER Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

**Application No.**  
**09/058,785**

**Group  
2645**



RECEIVED  
OCT 05 2004  
Technology Center 2600

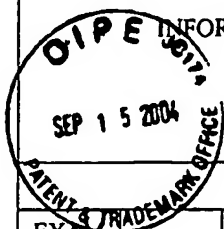
		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
		YES	NO											

[illegible]

7-13-05

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P21782Application No.  
10/058,785Applicant  
Philip KORTUM et alFiling Date  
January 30, 2002Group  
2645INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT  
(Use several sheets if necessary)

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(W)	2001 / 1 4 8 6 3	08/16/01	WILLIAMS III			
	2002/ 0 0 5 5 8 6 8	05/09/02	DUSEVIC et al.			
	2002/ 0 1 9 6 2 7 7	12/26/02	BUSHEY et al.			
	2003/ 0 1 5 6 1 3 3	08/21/03	MARTIN et al.			
	2004/ 0 0 3 2 9 3 5	02/19/04	MILLS et al			
	2004/ 0 0 4 2 5 9 2	03/04/04	KNOTT et al			
	2004/ 0 0 0 6 4 7 3	01/08/04	MILLS et al.			
	4 9 3 0 0 7 7	05/29/90	FAN			
	5 1 8 1 2 5 9	01/19/93	RORVIG			
	5 3 7 1 6 7 3	12/06/94	FAN			
	5 6 3 3 9 0 9	05/27/97	FITCH			
	5 6 7 1 3 5 1	09/23/97	WILD et al.			
	5 8 2 2 3 9 7	10/13/98	NEWMAN			
	5 8 3 5 5 6 5	11/10/98	SMITH et al.			
	5 8 7 2 8 6 5	02/16/99	NORMILE et al.			
	5 8 7 3 0 6 8	02/16/99	BEAUMONT et al.			
	5 9 0 5 7 7 4	05/18/99	TATCHELL et al.			
	5 9 6 3 9 6 5	10/05/99	VOGEL			
	6 0 2 6 3 8 1	02/15/00	BARTON III et al.			
	6 0 3 2 1 2 9	02/19/00	GREEF et al.			
	6 0 3 5 2 8 3	03/07/00	ROFRANO			
	6 0 3 8 5 6 0	03/14/00	WICAL			
(W)	6 0 5 8 4 3 5	05/02/00	SAAIN et al.			

RECEIVED  
SEP 16 2004  
Technology Center 2600

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
	7-13-05

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P21782Application No.  
10/058,785Applicant  
Philip KORTUM et alFiling Date  
January 30, 2002Group  
2645INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT  
(Use several sheets if necessary)

## U.S. PATENT DOCUMENTS

EXAM INER INITI AL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
(w)	6 1 6 0 8 7 7	12/12/00	TATCHELL et al.			
	6 2 1 9 6 6 5	04/17/01	SHIOMI			
	6 2 3 0 1 9 7	05/08/01	BECK et al.			
	6 2 4 3 3 7 5	06/05/01	SPEICHER			
	6 2 4 9 5 7 9	06/19/01	BUSHNELL			
	6 2 7 8 9 7 6	08/21/01	KOCHIAN			
	6 2 8 9 0 8 4	09/11/01	BUSHNELL			
	6 2 9 2 9 0 9	09/18/01	HARE			
	6 2 9 6 3 7 6	10/02/01	KONDO et al.			
	6 3 0 8 1 7 2	10/23/01	AGRAWAL et al.			
	6 3 3 6 1 0 9	01/01/02	HOWARD			
	6 3 5 3 8 2 5	03/05/02	PONTE			
	6 3 5 7 0 1 7	03/12/02	BEREITER et al.			
	6 3 6 6 8 7 9	04/02/02	COXHEAD et al			
	6 3 7 4 2 6 0	04/16/02	HOFFERT et al.			
	6 4 0 0 8 0 7	06/04/02	HEWITT et al.			
	6 4 0 5 1 4 9	06/11/02	TSAI et al.			
	6 4 0 5 1 7 0	06/11/02	PHILLIPS et al			
	6 4 3 4 7 1 4	08/13/02	LEWIS et al.			
	6 5 1 6 0 5 1	02/04/03	SANDERS			
(w)	6 5 9 8 0 2 2	07/22/03	YUSCHIK			

RECEIVED  
SEP 19 2004  
Technology Center 2600

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED
	7-13-05

\*EXAMINER: Initial-if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.